



## USER GUIDE

### Read only user guide

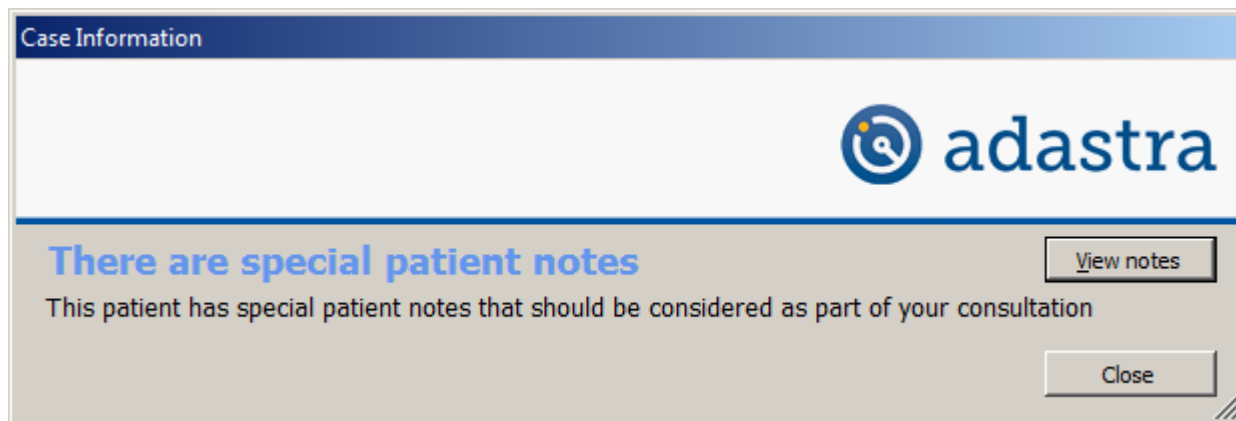
## Contents

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# 1. Adastra screen view [this information varies across London]

## GP View – proceed from these screens

May look similar to these screens



When you 'View notes' you will see the CMC Register – EOL template as below

**Lookup Case Details**

Patient Details | Event List | Previous Encounters | Special Notes | Previous NHS Pathways Assessment | Case Questions

You are currently viewing all notes available for this record.

Review Date: **03/06/2013**      Note Type: CMC Register - EOL      Edit Date: 03/12/2012      Last Edited By: Jennette Maciejczek

[Note Source: Local Database]

**CMC Register - EOL**

| Question   | Answer                       |
|--|------------------------------|
| This patient is on the CMC (Coordinate My Care) Register. Please proceed to the CMC website;                                 |                              |
| <a href="https://protocolm.mhapp.nhs.uk/web/login.htm">https://protocolm.mhapp.nhs.uk/web/login.htm</a>                      |                              |
| If you do not have a logon for CMC, please speak to Duty Supervisor  |                              |
| Calls received by providers outside of London, please transfer to appropriate London provider                                |                              |
| For CMC password issues contact;   |                              |
| Mon-Fri 09:00-17:00; Telephone 020 7811 8513 or Email <a href="mailto:coordinatemycare@nhs.net">coordinatemycare@nhs.net</a> |                              |
| All other times, including bank holidays the call will be redirected to an external organisation                             |                              |
| please state clearly you want your CMC password reset & they will reset it.  |                              |
| CMC ID:  | N/A                          |
| Date/Time CMC Flag created on system:  | 03/12/2012 12:09:00          |
| Full Name of User who created the CMC Flag   | Jennette Maciejczek          |
| I CONFIRM THAT I HAVE CHECKED THIS NOTE IS TO BE MARKED AS OBSOLETE  | N/A (New note being created) |

## **Call Handler View – proceed from this screen**

May look similar to this screen

Special notes...

adastra

Select matching notes...

| Selected                            | Review Date | Note Type          |
|-------------------------------------|-------------|--------------------|
| <input checked="" type="checkbox"/> | 30-Jun-14   | CMC Register - EOL |

[Note Source: Local Database]

Note Questions

CMC Register - EOL

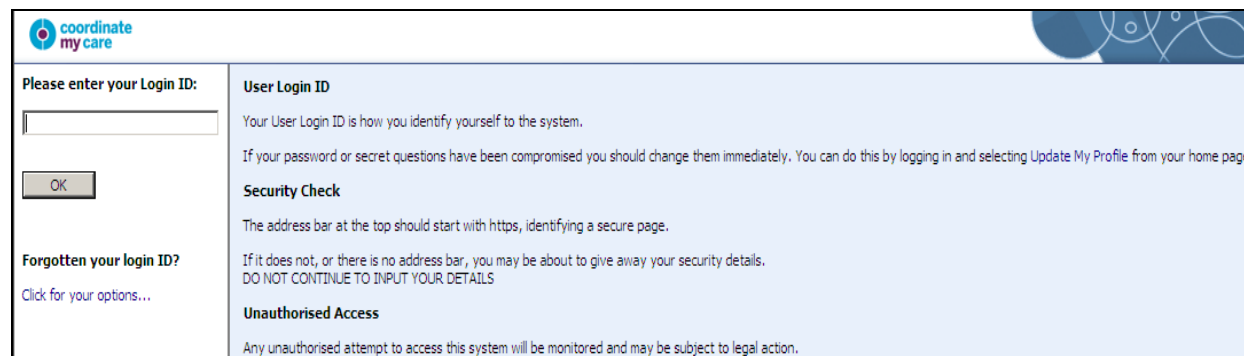
| Question  | Answer |
|---|--------|
| This patient is on the CMC (Coordinate My Care) Register. Please proceed to the CMC website;<br><a href="https://protocolm.mhapp.nhs.uk/web/login.htm">https://protocolm.mhapp.nhs.uk/web/login.htm</a> |        |
| If you do not have a logon for CMC, please speak to Duty Supervisor   |        |
| Calls received by providers outside of London, please transfer to appropriate London provider   |        |

Expand      Lookup Status      All lookups successful      OK      Cancel

## 2. Logging on:

Put the following URL into the address bar on your internet browser to access the log in screen:

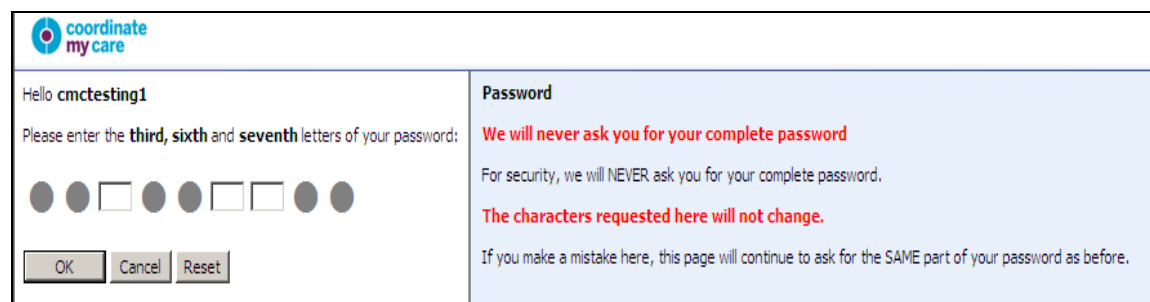
<https://protocolrm.mhapp.nhs.uk>



The screenshot shows the 'coordinate my care' login page. On the left, there is a form titled 'Please enter your Login ID:' with a text input field and an 'OK' button. Below this is a link 'Forgotten your login ID? Click for your options...'. On the right, there is a light blue panel with the following text: 'User Login ID: Your User Login ID is how you identify yourself to the system. If your password or secret questions have been compromised you should change them immediately. You can do this by logging in and selecting Update My Profile from your home page.' Below this is a 'Security Check' section: 'The address bar at the top should start with https, identifying a secure page. If it does not, or there is no address bar, you may be about to give away your security details. DO NOT CONTINUE TO INPUT YOUR DETAILS.' At the bottom is an 'Unauthorised Access' section: 'Any unauthorised attempt to access this system will be monitored and may be subject to legal action.'

Insert your username and click on OK

You will then be asked for 3 random characters from your password. (The cursor will move along automatically for you). Click OK



The screenshot shows the password verification screen. On the left, it says 'Hello cmctesting1' and 'Please enter the third, sixth and seventh letters of your password:'. Below this is a row of nine circles, with the third, sixth, and seventh circles highlighted. There are 'OK', 'Cancel', and 'Reset' buttons. On the right, there is a light blue panel with the following text: 'Password: We will never ask you for your complete password. For security, we will NEVER ask you for your complete password. The characters requested here will not change. If you make a mistake here, this page will continue to ask for the SAME part of your password as before.'

## Or use an NHS Smartcard to access

- 1) Insert Smartcard in normal way and set up general access to data.
- 2) Open CMC at <http://protocolrm.mhapp.nhs.uk>
- 3) On the CMC login screen – click the line of text 'If you would like to log in using a Smartcard'
- 4) User agreement screen – click 'Continue'
- 5) You are now inside CMC

### 3. Home Screen/Work Tray

The screenshot shows the 'Coordinate My Care' interface. The top navigation bar includes 'Home', 'Menu', 'Profile', 'Help', and 'Logout'. The 'Home' button is circled in red. The left sidebar contains the following sections:

- Welcome
- CMC Testing1
- LONDON STRATEGIC HEALTH AUTHORITY
- System Notices
- Protocol IAS 2.3.1HF6a
- User Options
  - Update My Profile
  - Visual Settings
- Tasks
  - Department Trays
  - Reports
- Diary and Addresses
  - My Diary
  - Department Diary
  - Address Book
- Protocol Adults
  - Find Patient
- Briefcase
  - Link to your personal briefcase

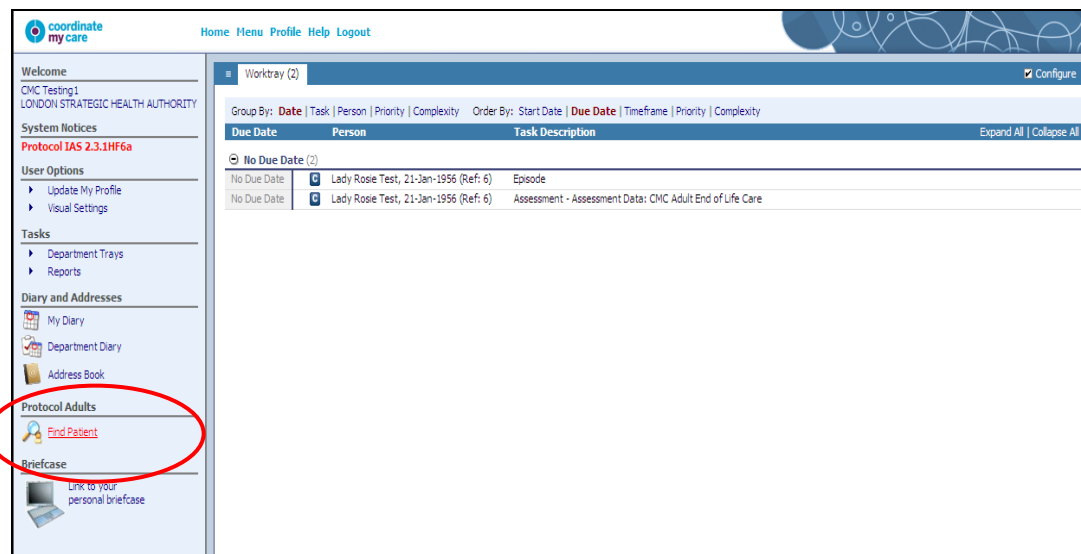
The main area displays a 'Worktray (2)' with a table of tasks. The table has columns for 'Due Date', 'Person', and 'Task Description'. The tasks are:

| Due Date        | Person                                | Task Description   |
|-----------------|---------------------------------------|--|
| No Due Date (2) |                                       |  |
| No Due Date     | Lady Rosie Test, 21-Jan-1956 (Ref: 6) | Episode  |
| No Due Date     | Lady Rosie Test, 21-Jan-1956 (Ref: 6) | Assessment - Assessment Data: CMC Adult End of Life Care |

Clicking on the '**Home**' button will always bring you back to this page.

## 4. Viewing a Patient's record

Click on 'Find Patient' on the left hand side:



This will take you to the Find Patient screen:

There are 3 mandatory search fields (surname only, gender and DOB). These must be completed before you can search for a patient. We **recommend** just using these 3 search fields, as we don't want to risk omitting the result by filling out every field (some addresses are not always recorded in the same way – for example 'Town' for W5 could be recorded as London or Ealing).

Once you have entered these three fields only, select 'Search'.

If no patient records match your criteria, you will receive the following screen with the yellow banner indicating **No Results**. 'No results' is not expected as you are looking for a patient that has flagged as being on the system. Therefore please check details of patient and re-search.

## Find Patient - ENSURE PATIENT CONSENT OBTAINED OR ACTING IN BEST INTERESTS

Query

Search Reset Cancel Create Query Types: Basic **Default** Advanced

No Results - please try a different query

**Name**

Surname \* Test

Forename

☐ Include records that sound similar

**Age / Date of Birth**

Gender \* Female

Date of Birth \* 01-Jan-1940

Age

**Address**

House No. or Name

Street

Town

Post Code

☐ Search Previous Addresses?

**References**

Identifier

Identifier Type NHS Number

Once you click on search you will have returned any records that match your search criteria.

If you are unsure of the spelling of certain fields, e.g. surname, then you are able to search using a **wildcard**. This involves placing an \* (asterisk) or % at the place in the word where you are no longer certain. In the example below, the wild card search has been used to look for patients who have a surname beginning with Exa and then a %:

coordinate my care Home Menu Profile Help Logout

## Find Patient - ENSURE PATIENT CONSENT OBTAINED OR ACTING IN BEST INTERESTS

Query Results

Search Reset Cancel Create Query Types: Basic **Default** Advanced

**Name**

Surname \* Exa%

Forename

☐ Include records that sound similar

**Age / Date of Birth**

Gender \* Male

Date of Birth \* 01-Jan-1940

Age

**Address**

House No. or Name

Street

Town

Post Code

☐ Search Previous Addresses?

**References**

Identifier

Identifier Type NHS Number

The following results have been returned:

## Find Patient - ENSURE PATIENT CONSENT OBTAINED OR ACTING IN BEST INTERESTS

Query Results

Create Printable View

| ID | A.       | Forename | Surname | Gender | Age      | Born        | Address                      | Post Code | Type            | Links             | Service User Group |
|----|----------|----------|---------|--------|----------|-------------|------------------------------|-----------|-----------------|-------------------|--------------------|
| 1  | CMC-1791 | Cmc      | Example | Male   | 72 years | 01-Jan-1940 | 62 Charles Street, Kettering | NN16 9RL  | Primary Address | <a href="#">G</a> |                    |

Click on the patient that matches your search criteria. You may be taken to a screen similar to below (a different test patient is used in this example):

coordinate my care Home Menu Profile Help Logout

**Test Test, 21-Jan-1946 (Ref: 48)** Basic Demographics

Test Test, 21-Jan-1946 (Ref: 48)

| Subject Details  | Patient Confidentiality Warning  |
|--|--|
| <p>NHS Number</p> <p>Title</p> <p>Surname Test</p> <p>Forename Test</p> <p>Date of Birth 21-Jan-1946</p> | <p><b>You do not have a Care Relationship with this patient.</b></p> <p>To enforce the patient's right to privacy, their details have been withheld from your view.</p> <p>If you have a valid reason to access these details you can request the creation of a Care Relationship with the patient by selecting the 'Request Care Relationship' option. Your request will be processed immediately and, if accepted, you will be given access to the details.</p> <p>You should not make this request unless you have a valid reason to do so. Select 'Cancel' to return to the previous form.</p> |

**Actions**

- [Request Care Relationship](#)
- [Cancel Request](#)

This requires you to indicate that you have a **legitimate relationship** with this patient, i.e. that there is a clinical reason why you are accessing this patient's record.

These declarations are full audited by the CMC team to ensure that information and clinical governance principles are being followed. Please click on the '**Request Care Relationship**' link on the bottom left hand side of the screen to proceed. You will then be taken directly to the patient's demographics screen.

coordinate my care Home Menu Profile Help Logout

**Mr Cmc Example, 01-Jan-1940 (Ref: 1791)** CMC Basic Demographics

Personal Identity Factors & Risks Security

**Patient**

| Personal Details  | Address   | Important Information  |
|---|---|--|
| <p>Title Mr</p> <p>Surname Example</p> <p>Forename Cmc</p> <p>Preferred Name</p> <p>Gender Male</p> <p>Marital Status</p> <p>Dates</p> <p>Actual DOB 01-Jan-1940</p> <p>Age 72 years</p> <p>Identifiers</p> <p>Person ID 1791</p> <p>Actions</p> <ul style="list-style-type: none"> <li><a href="#">Update Details</a></li> <li><a href="#">Remove Person</a></li> <li><a href="#">Mark this Record as a Duplicate</a></li> <li><a href="#">View/Update Aliases</a></li> <li><a href="#">Copy to Briefcase</a></li> <li><a href="#">Printable View</a></li> <li><a href="#">Consent to Information Sharing</a></li> </ul> | <p>Primary Address 62 Charles Street Kettering NN16 9RL</p> <p>Address History / Update Addresses</p> <p>Contact Methods</p> <p>Home Phone 01134 567890</p> <p>Add/Update Contact Methods</p> <p>Accommodation Details</p> <p>Type Other</p> <p>Floor</p> <p>Tenure</p> <p>Lives Alone</p> <p>Household Composition</p> <p>Accommodation Status</p> | <ul style="list-style-type: none"> <li>An open Episode exists for this record</li> <li>Started on: 28-May-2012</li> <li>Allocated to: Yourself</li> <li>Special factor (Communicates via Signing)</li> <li>High Risk (DNACPR) to patient</li> <li>High Risk (Challenging Behaviour - Self Injures) to patient</li> </ul> |

**Draft Clinical records**

|                   |   |
|-------------------|---|
| 28-Nov-2012 14:22 | CMC Adult End Of Life Care by Tom Bridgeman - THE LONDON PROGRAMME FOR IT (LPFIT) |
|-------------------|---|

**Completed Clinical records**

|                   |   |
|-------------------|---|
| 28-May-2012 14:13 | CMC Adult End Of Life Care by Tom Bridgeman - THE LONDON PROGRAMME FOR IT (LPFIT) |
| 13-Aug-2012 13:36 | CMC Adult End Of Life Care by Tom Bridgeman - THE LONDON PROGRAMME FOR IT (LPFIT) |
| 10-Sep-2012 16:29 | CMC Adult End Of Life Care by Tom Bridgeman - THE LONDON PROGRAMME FOR IT (LPFIT) |
| 24-Sep-2012 11:45 | CMC Adult End Of Life Care by Tom Bridgeman - THE LONDON PROGRAMME FOR IT (LPFIT) |
| 26-Oct-2012 15:06 | CMC Adult End Of Life Care by Tom Bridgeman - THE LONDON PROGRAMME FOR IT (LPFIT) |
| 01-Nov-2012 16:50 | CMC Adult End Of Life Care by Tom Bridgeman - THE LONDON PROGRAMME FOR IT (LPFIT) |
| 06-Nov-2012 10:15 | CMC Adult End Of Life Care by Tom Bridgeman - THE LONDON PROGRAMME FOR IT (LPFIT) |
| 13-Nov-2012 17:49 | CMC Adult End Of Life Care by Tom Bridgeman - THE LONDON PROGRAMME FOR IT (LPFIT) |
| 15-Nov-2012 15:22 | CMC Adult End Of Life Care by Tom Bridgeman - THE LONDON PROGRAMME FOR IT (LPFIT) |
| 21-Nov-2012 15:45 | CMC Adult End Of Life Care by Tom Bridgeman - THE LONDON PROGRAMME FOR IT (LPFIT) |
| 22-Nov-2012 16:52 | CMC Adult End Of Life Care by Tom Bridgeman - THE LONDON PROGRAMME FOR IT (LPFIT) |

On the right hand side of the screen you will see the completed clinical records. Click on the most recently dated clinical record to access the record. Draft Clinical Records are those that have been started, but not finalised so may not contain confirmed information.



## **5. Three Possible Screen Views of the Clinical Tabs of the Record**

In September 2013 CMC improved the CMC record for those inputting and reading CMC records. All mandatory data was placed in one tab area called Core CMC Information – information such as Diagnosis, GP, Preferred Place of Care & Death, Performance status is now in one place.

Before September 2013 however the information tabs were configured differently with differences in names and numbers of tabs and also with the mandatory level information appearing across many tabs and not just one tab.

Therefore you will sometimes encounter records created before September 2013 with the old CMC configuration (View 3 below) and records created or at least updated after the beginning of September with the new Core CMC Information view (there are two types of this – more on that later).

Here are the possible screen views you will encounter and some guidance on what tabs to open to get to the kind of information that will assist you in your support of patient care and decision making.

The pre-September 2013 view is provided below as **View 3**. The post September 2013 configuration has some variation within it (**View 1 or 2**).

Depending on how much information has been entered by the creator of the CMC record, you will arrive at one of two views automatically. Clinicians creating records now have the option of recording all the mandatory information on one single page but not other important but non-mandatory information like a Personalised Care Plan or Medications or Contacts. CMC facilitators generally advise inputting clinicians against the minimalist approach and encourage inclusion of additional important clinical information. The larger amount of information (mandatory plus important) provides **View 1** below automatically and the shorter mandatory only approach provides you with **View 2** below automatically.

Please note: if the shortened View (View 2) appears, you don't have to go looking for other tabs like Personalised Care Plan – that tab has not appeared because the record creator/inputter has chosen record mandatory level information only..

**View 1:** The following screen may appear on clicking the completed clinical record:

The clinical information tabs have now appeared down the left hand side of the screen. The following table will assist you in knowing which tabs hold key pieces of information.

| Tabs on screen         | Clinical Information   |
|------------------------|--|
| CMC Core Information   | <p><b>Diagnosis &amp; GP details</b></p> <p><b>Patient's preferences for where they wish to be – as health fluctuates</b></p> <ul style="list-style-type: none"> <li>– Preferred Place of Care (PPC) &amp; at the end of life</li> <li>– Preferred Place of Death (PPD)</li> </ul> <p><b>Discussions re DNACPR – with patient and family</b><br/> <b>Decisions re DNACPR – DNACPR order – where?</b></p> |
| DNACPR                 | <p><b>Electronic Version of DNACPR – if the DNACPR decision is made and completed</b></p>  |
| Personalised Care Plan | <p><b>Anticipated Problems and Symptom Management Plan</b><br/> <b>Ceiling of Treatment</b></p>  |
| Palliative Medications | <p><b>What is in house – oral or injectable?</b><br/> <b>Is there a signed prescription for injectable medications? – Where is it?</b><br/> <b>Syringe driver available – where? In use?</b></p>   |

## View 2:

CMC Adult End of Life Care, 06-Jan-2014 11:14

Close - Open in reading mode

Information CMC Adult End of Life Care

**CMC Adult End of Life Care**

- Core CMC Information
- DNACPR
- NOK/Carer Details
- After Death
- Form Completion
- Attachments (0)

Printable View  
Export document

**CMC Adult End of Life Care**

**Consent**

Has the patient been consulted?  
Please refer to the Mental Capacity Act 2005

Yes, the patient has been consulted and has given their consent

Has the patient been consulted?

This lesser amount of tabs gives access to the more minimalist record as follows:

| Tabs on screen       | Clinical Information   |
|----------------------|--|
| CMC Core Information | <p>Diagnosis &amp; GP details</p> <p>Patient's preferences for where they wish to be – as health fluctuates</p> <ul style="list-style-type: none"> <li>Preferred Place of Care (PPC) &amp; at the end of life</li> <li>Preferred Place of Death (PPD)</li> </ul> <p>Discussions re DNACPR – with patient and family</p> <p>Decision re DNACPR</p> <p>DNACPR order – where is it?</p> |
| DNACPR               | Electronic Version of DNACPR – if the DNACPR decision is made and completed  |
| Next of Kin details  | NOK contact details  |

### View 3:

CMC Adult End of Life Care, 27-Aug-2013 15:09

Close - Open in reading mode

Information CMC Adult End of Life Care

**CMC Adult End of Life Care**

- Patient Demographics
- Current Care Plan
- Advance Care Plan
- Treatment Escalation Plan
- DNACPR
- Medications
- Disease Specific Care Plan
- Community Contacts
- Hospital Contacts
- NOK/Carer Details
- Care Package
- Measures/Research
- After Death
- Form Completion
- Attachments (0)

**Consent**


Has the pat  
Please refer  
guidelines fo  
assessing m

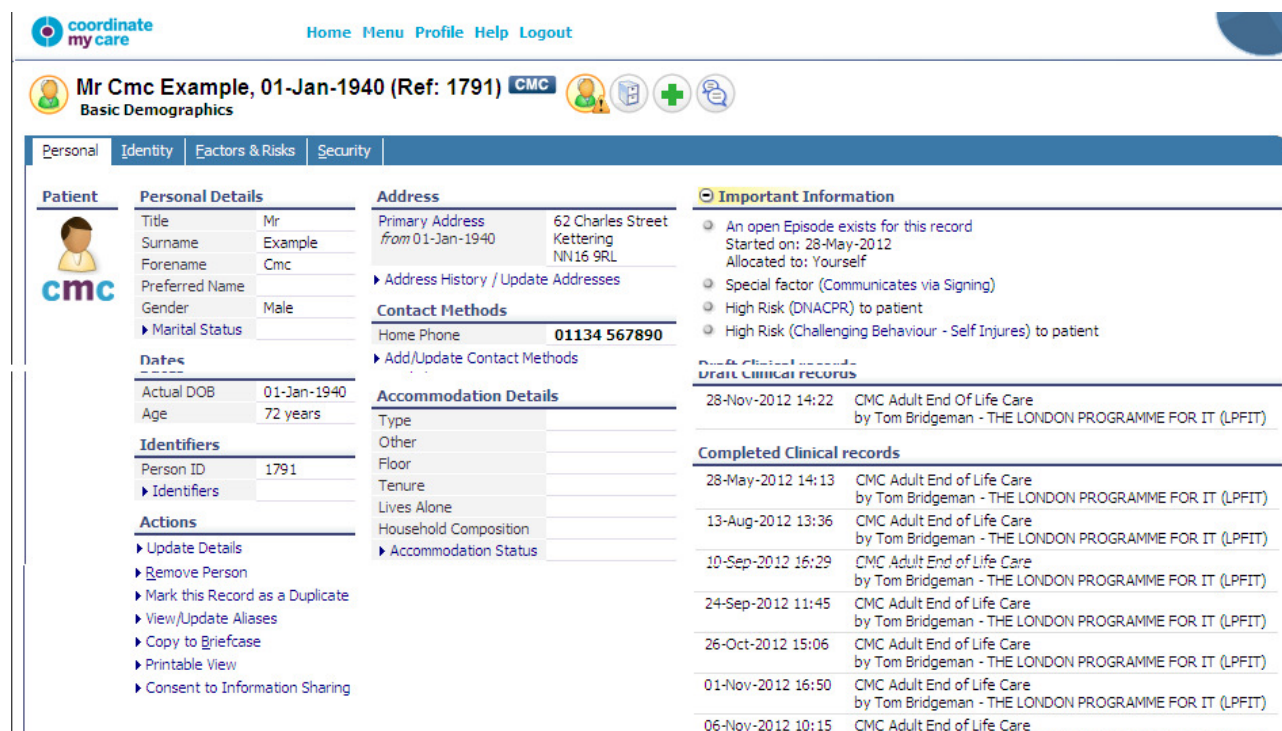
Has the pat  
their CMC r  
All patients s  
copy, as we  
leaflet (avail

Review Dat  
This should  
months from  
added to CM

| Tabs on screen            | Clinical Information  |
|---------------------------|---|
| Patient Demographics      | GP details  |
| Current Care Plan         | Diagnosis & Performance status & some contacts  |
| Advance Care Plan         | <p>Diagnosis</p> <p>Patient's preferences for where they wish to be – as health fluctuates</p> <ul style="list-style-type: none"> <li>– Preferred Place of Care (PPC) &amp; at the end of life</li> <li>– Preferred Place of Death (PPD)</li> </ul> <p>Discussions re DNACPR – with patient and family</p> <p>Decisions re DNACPR – DNACPR order – where?</p> |
| Treatment Escalation Plan | <p>Anticipated Problems and Symptom Management Plan</p> <p>Ceiling of Treatment</p>   |
| DNACPR                    | Electronic Version of DNACPR – if the DNACPR decision is made and completed   |
| Medications               | <p>What is the patient on?</p> <p>What is in house – oral or injectable?</p> <p>Is there a signed prescription for injectable medications?</p> <ul style="list-style-type: none"> <li>– Where is it?</li> </ul> <p>Syringe driver available – where? In use?</p>  |

## 6. General Navigation

Clicking on the green figure icon  at any point will always navigate you back to the patient's demographic record - as below.



**coordinate my care** Home Menu Profile Help Logout

**Mr Cmc Example, 01-Jan-1940 (Ref: 1791) CMC**

Basic Demographics

Personal Identity Factors & Risks Security

**Patient**

**Personal Details**

Title Mr  
Surname Example  
Forename Cmc  
Preferred Name  
Gender Male  
Marital Status

**Dates**

Actual DOB 01-Jan-1940  
Age 72 years

**Identifiers**

Person ID 1791  
Identifiers

**Actions**

- Update Details
- Remove Person
- Mark this Record as a Duplicate
- View/Update Aliases
- Copy to Briefcase
- Printable View
- Consent to Information Sharing

**Address**

Primary Address from 01-Jan-1940 62 Charles Street Kettering NN16 9RL  
Address History / Update Addresses

**Contact Methods**

Home Phone 01134 567890  
Add/Update Contact Methods

**Accommodation Details**

Type  
Other  
Floor  
Tenure  
Lives Alone  
Household Composition  
Accommodation Status

**Important Information**

- An open Episode exists for this record  
Started on: 28-May-2012  
Allocated to: Yourself
- Special factor (Communicates via Signing)
- High Risk (DNACPR) to patient
- High Risk (Challenging Behaviour - Self Injures) to patient

**Completed Clinical records**

28-Nov-2012 14:22 CMC Adult End Of Life Care by Tom Bridgeman - THE LONDON PROGRAMME FOR IT (LPFIT)

28-May-2012 14:13 CMC Adult End of Life Care by Tom Bridgeman - THE LONDON PROGRAMME FOR IT (LPFIT)

13-Aug-2012 13:36 CMC Adult End of Life Care by Tom Bridgeman - THE LONDON PROGRAMME FOR IT (LPFIT)

10-Sep-2012 16:29 CMC Adult End of Life Care by Tom Bridgeman - THE LONDON PROGRAMME FOR IT (LPFIT)

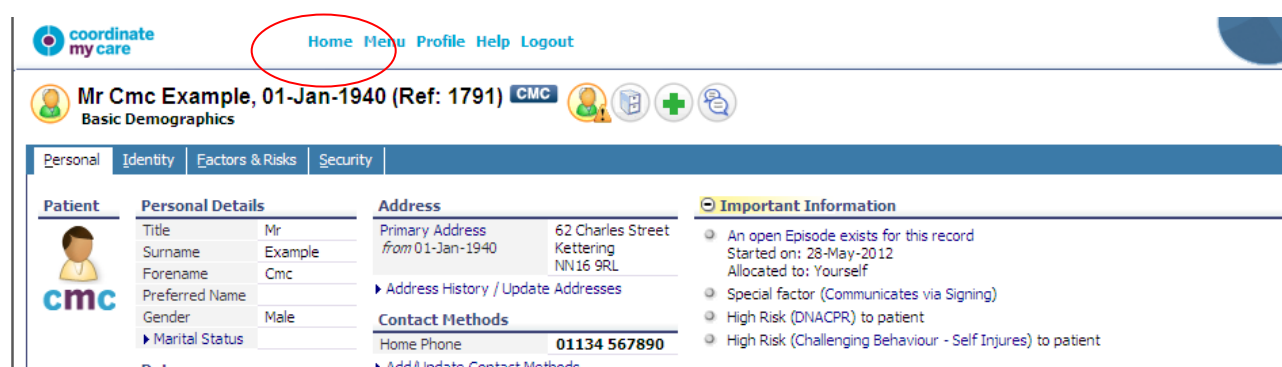
24-Sep-2012 11:45 CMC Adult End of Life Care by Tom Bridgeman - THE LONDON PROGRAMME FOR IT (LPFIT)

26-Oct-2012 15:06 CMC Adult End of Life Care by Tom Bridgeman - THE LONDON PROGRAMME FOR IT (LPFIT)

01-Nov-2012 16:50 CMC Adult End of Life Care by Tom Bridgeman - THE LONDON PROGRAMME FOR IT (LPFIT)

06-Nov-2012 10:15 CMC Adult End of Life Care

Click **'Home'** to return to the homepage and then **'Find Patient'** again to restart the process for a different patient.



**coordinate my care** Home Menu Profile Help Logout

**Mr Cmc Example, 01-Jan-1940 (Ref: 1791) CMC**

Basic Demographics

Personal Identity Factors & Risks Security

**Patient**

**Personal Details**

Title Mr  
Surname Example  
Forename Cmc  
Preferred Name  
Gender Male  
Marital Status

**Dates**

Actual DOB 01-Jan-1940  
Age 72 years

**Identifiers**

Person ID 1791  
Identifiers

**Actions**

- Update Details
- Remove Person
- Mark this Record as a Duplicate
- View/Update Aliases
- Copy to Briefcase
- Printable View
- Consent to Information Sharing

**Address**

Primary Address from 01-Jan-1940 62 Charles Street Kettering NN16 9RL  
Address History / Update Addresses

**Contact Methods**

Home Phone 01134 567890  
Add/Update Contact Methods

**Important Information**

- An open Episode exists for this record  
Started on: 28-May-2012  
Allocated to: Yourself
- Special factor (Communicates via Signing)
- High Risk (DNACPR) to patient
- High Risk (Challenging Behaviour - Self Injures) to patient

**Completed Clinical records**

28-Nov-2012 14:22 CMC Adult End Of Life Care by Tom Bridgeman - THE LONDON PROGRAMME FOR IT (LPFIT)

28-May-2012 14:13 CMC Adult End of Life Care by Tom Bridgeman - THE LONDON PROGRAMME FOR IT (LPFIT)

13-Aug-2012 13:36 CMC Adult End of Life Care by Tom Bridgeman - THE LONDON PROGRAMME FOR IT (LPFIT)

10-Sep-2012 16:29 CMC Adult End of Life Care by Tom Bridgeman - THE LONDON PROGRAMME FOR IT (LPFIT)

24-Sep-2012 11:45 CMC Adult End of Life Care by Tom Bridgeman - THE LONDON PROGRAMME FOR IT (LPFIT)

26-Oct-2012 15:06 CMC Adult End of Life Care by Tom Bridgeman - THE LONDON PROGRAMME FOR IT (LPFIT)

01-Nov-2012 16:50 CMC Adult End of Life Care by Tom Bridgeman - THE LONDON PROGRAMME FOR IT (LPFIT)

06-Nov-2012 10:15 CMC Adult End of Life Care

Remember to select **'Logout'** to end your session safely.